



CASE STUDY

Infosys Transforms NovaSom's Sleep Apnea Diagnostic Platform to Deliver Faster Results for Patients

Integrated Cloud-Based Service Delivers Same-day Test Results



Infosys
be more

Putting sleep apnea to bed

Sleep apnea is an enormous health issue, partly because so many people who are afflicted with it go undiagnosed. Some 18 million Americans suffer from moderate to severe OSA, yet 85 percent of them don't even know they have it. Corporations are beginning to see the value in having employees who may be suffering from this common condition get diagnosed and receive treatment: Once diagnosed, employees have less absenteeism, are more productive when they're on the job, and their healthcare and disability costs decrease, as well.



The NovaSom home testing technology for obstructive sleep apnea (OSA) is a lifesaver. The issue, however, was getting it into the hands of the many people who needed it and ensuring that the care delivery ecosystem around the patient works seamlessly.

That was the challenge facing NovaSom, the world leader in home sleep testing for OSA. The company wanted to broaden the reach of its diagnostic platform and chose Infosys, a global technology & consulting leader with deep expertise in the Life Sciences domain to devise a solution that streamlined NovaSom's operations, reduced costs and improved diagnostic efficiency.

The result is that Infosys helped reduce the initial processing time by 60 percent. Most importantly, the expansion of the cloud-based platform helped reduce the analysis of test results to less than one day from three days.

An early diagnosis of sleep apnea can make a world of difference. That's because patients with OSA are twice as likely to have a stroke, four times as likely to die within four years, and seven times as likely to be in a car crash. A quick diagnosis helps the patient get the treatment they need sooner, helping them achieve deep, healthy sleep and improving or heading off dangerous conditions like heart disease and diabetes that are strongly linked with OSA.

How It Works

Working with NovaSom, Infosys upgraded MediTrack®, a cloud-based portal that brings together providers, payers and durable medical equipment companies to provide efficient patient care. Infosys helped Novasom customize its Salesforce.com platform, enabling fast and accurate diagnostic services to physicians and their patients at a lower cost.

Sleep physicians can order the NovaSom home sleep test online via the portal. Patients then take the test in the comfort of their homes, and data is wirelessly transmitted to the NovaSom portal on the same day the test is completed, where it can be accessed and analyzed by physicians. This functionality enables sleep specialists to incorporate high quality at-home sleep testing into their practices on a large scale.

NovaSom's proprietary operating system, MediTrack®, allows HIPAA-compliant role-based collaboration to achieve integrated patient care. The solution reduces costs and improves the speed, accuracy, and efficiency of testing. The Infosys team ensured that systems were as flexible as possible by developing Web interfaces integrating third party applications. The solution also opened new digital channels for the company to connect with and service stakeholders.

Efficiency Meets Privacy

The MediTrack® portal allows physicians to place and track orders and access order-related information. With a focus on patient privacy, Infosys implemented a HIPAA-compliant Web service to incorporate the database of registered physicians, and created an automated, barcoded fax application to safeguard the privacy of patients. The barcode on fax correspondences with physicians allows patients to be matched with their data in MediTrack®.

NovaSom ships its home test directly to patients. The MediTrack® application validates the shipping address, selects the mode of transport, tracks its status, and manages return logistics. In order to make reimbursement more efficient, Infosys also integrated a third-party billing application. NovaSom has found that the enhanced order management system

improves revenue through accelerated order execution.

The cloud-based solution has custom portals for sleep specialists, primary care physicians, ENTs, cardiologists and other specialties. Most recently, Infosys helped NovaSom add a custom portal for AccuSom Safe Recovery™, its new testing program for pre-op diagnosis of OSA in adult patients scheduled to have elective surgery.

One Platform - Custom Apps

NovaSom aggregated the business requirements of many constituents and Infosys helped customize them on a consolidated Salesforce.com platform. The solution increased synergies, provided better visibility and enhanced operations across the enterprise.

The MediTrack® portal developed by Infosys enables real-time reporting and enhances business performance through dashboards with key performance indicators. In addition, it improves the accuracy of sales forecasts and analysis of NovaSom sales representative performance. Infosys facilitated the development of NovaSom's Master Payer Index, allowing providers to efficiently place orders that reflect each payer's unique medical policy requirements.

Survey data from over 10,000 patients reported 94.7 percent customer satisfaction with the NovaSom testing experience. Prior NovaSom studies have also demonstrated that efficient OSA diagnosis and therapy initiation resulted in a 32 percent reduction in insurance claims and a 58 percent reduction in hospitalization for patients within two years, making the faster results enabled by the redesigned platform all the more critical for patients, physicians, and payers.

About NovaSom

NovaSom is the leading diagnostic-service provider for home testing and evaluation of obstructive sleep apnea. The company offers the only U.S. FDA-cleared wireless home sleep testing solution for physicians, sleep centers, payers, and employers. For more information, visit www.novasom.com

About Infosys' Medical Devices practice

Infosys combines expertise in medical devices and engineering skills with best practices in risk and quality management to deliver world-class services across the medical devices lifecycle. Ten of the top twelve pharmaceutical companies, six of the top ten medical device companies and two of the top three pharmaceutical distributors' partner with Infosys to drive IT led innovation and growth.

Learn more about Infosys' Medical Devices practice

<http://www.infosys.com/industries/medical-devices/Pages/index.aspx>

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